



SCRUTINY COMMITTEE

BURNLEY TOWN HALL

Monday, 19th March, 2018 at 6.30 pm

PRESENT

MEMBERS

Councillors A Tatchell (Chair), M Brindle (Vice-Chair), B Foster, J Greenwood, M Johnstone and P Reynolds

OFFICERS

Rob Dobson	– Corporate Policy and Projects Manager
Ryan Gifford	– Assistant Economic Development Officer
Alison McEwan	– Democracy Officer

57. Apologies

Apologies were received from Cllr Cunningham.

58. Minutes

The minutes of the meeting held on 8th February were approved as a correct record and signed by the Chair.

59. Notice of Key Decisions and Private Meetings

Members considered the Notice of Key Decisions and Private Meetings.

Members requested that the report on Burnley Town Centre BID (Business Improvement District) Feasibility be brought to the June Meeting.

IT WAS RESOLVED THAT THE NOTICE OF KEY DECISIONS AND PRIVATE MEETINGS BE NOTED.

60. Resident Satisfaction Survey

Rob Dobson presented some of the key messages that had come from the Annual Customer Satisfaction Survey. Satisfaction with core services and the Council overall is largely unchanged from the results of the last satisfaction survey. There was a decrease in satisfaction with the customer service experience. However, there has not been a corresponding increase in the number of complaints received about customer service levels, nor have contact centre wait times increased.

The full survey results were available to download at:

<https://www.burnley.gov.uk/about-council/council-meetings-how-get-involved/consultation-and-engagement>

Members discussed the following:

- Although ASB was perceived by the respondents as a major issue, the Police and Council had shown a reduction in the number of complaints received. Was data received from the teams at Calico? Not in this instance, but it was likely this would be shared via MATAAC.
- Council Satisfaction figures – could the reduction in satisfaction levels be due to respondents not separating County Council responsibilities from Borough Council areas of responsibility? It was possible, although the separation was made clear in the questionnaire.
- Is the information received from the questionnaire used to drill deeper to highlight hotspot areas? Where postcode details are provided then responses are mapped – but tendency to reinforce existing data rather than highlight new areas for concern.

61. State of the Local Economy

Ryan Gifford introduced highlights from the report which provided an update on support being provided by the Regeneration Team, and key factors in the local economy.

Members discussed the following:

- Living Wage employers and graduate retention locally. There was currently no data available to provide information.
- Equal pay issues – haven't been monitored by the Council, however information has been published by the BBC (although only large businesses have a duty to report). <http://www.bbc.co.uk/news/business-43470827>
- What was the spread of business sizes compared to nationally? Roughly similar – 90% small businesses, around 9% medium enterprises and the remainder large businesses.

IT WAS RESOLVED THAT THE REPORT WAS NOTED

62. Scrutiny Review Groups

Dementia Services – Rob Dobson has meetings coming up with the Alzheimer’s Society and Member Champion. Following this a review group update will be schedule – probably in June.

The Chair outlined that he had visited Manchester Road Station recently, and that there seemed to have been slow progress with some of the actions from the Railway Review, and that it might be useful to revisit in the coming months.

It had been pleasing to see that Burnley Leisure had recently taken on a dedicated Marketing Officer, which had been one of the recommendations of the Leisure Scrutiny Review.

63. Work Programme 2018/19

Alison McEwan introduced the draft workplan for 2018/19 which contained the reports which were brought to committee on an annual basis, and the likely timetable. Reports would be added throughout the year as new projects arose. Members could also request that information be brought to the Committee.

The Chair added that he had requested a briefing note on S106 funding be brought to the June meeting.